

Forum:[Hack Forums](#)

Thread: [What happened to critical thinking?](#)

HIGH_JAX - February 2, 2017, 8:57 pm

Look, I work as tech support for a water heating company. I love everyday, and helping people get into hot water is pretty freaking awesome.

That being said, there is one call that always makes me go a little crazy.

This is how it goes

Me: Thanks for calling technical support I'm Michael.

Person: Hey your heater ain't working.

Me: Man that is not good whats the serial number?

Person: (yada yada yada)

Me: Thanks whats going on?

Person: This thing ain't making a lick of hot water.

Me: Alright can you turn on a hot faucet for me?

Person: Yea, but its ice cold.

Me: Ok go back to your tank and feel the pipe leaving the tank.

Person: That is pretty freaking hot.

Me: Alright so your unit is making hot water but it is mixing with your cold down the line, I recommend getting a service tech.

Person: No this heater is broken, it don't make no hot water.

Me: It is making hot water you JUST felt the pipe LEAVING the tank.

Person: Yea, but that don't make any sense. It leaves the tank hot but comes into my faucet cold where does it go.

Me: I don't know but if your car leaves the driveway, and on your way to the the store it breaks down. Do you blame your driveway or your car?

Person: Sounds like horse sh*t, you fucking scumbag. Click

I love my job, but some people are just unable to think critically.

?now - February 2, 2017, 8:59 pm

did you actually say this to a guy Imfaoo

HIGH_JAX - February 2, 2017, 9:01 pm

(Feb 2, 2017 09:59 PM)?now Wrote: [\[CITE\]](#) did you actually say this to a guy Imfaoo I've tried softer alternatives, but really that is the only phrasing that works.

ven0m - February 2, 2017, 9:06 pm

Botanicals - February 2, 2017, 9:09 pm

It's mostly the media practically brainwashing people into being whiny, lazy assholes in my opinion.

BoyInWhite - February 2, 2017, 9:10 pm

(Feb 2, 2017 10:06 PM)ven0m Wrote: [\[CITE\]](#)
what the fuck did i watch 8/8

noEsc - February 2, 2017, 9:11 pm

but youre basically level 2, you should listen to some level 1 calls. thats where im at, it brightens my day when people are just compliant and generally accepting of facts.

Dragnite - February 2, 2017, 9:13 pm

(Feb 2, 2017 10:06 PM)ven0m Wrote: [\[CITE\]](#)

"When I help you the only thing that breaks is my will to live."

That video was everyone that came into the store I used to work at 110%.

?now - February 2, 2017, 9:45 pm

(Feb 2, 2017 10:01 PM)HIGH_JAX Wrote: [\[CITE\]](#) I've tried softer alternatives, but really that is the only phrasing that works.

i love tech support (except paypals)

Phire - February 3, 2017, 12:04 am

(Feb 2, 2017 10:06 PM)ven0m Wrote: [\[CITE\]](#)

I don't know what I just watched but I like it.

Knucklez. - February 3, 2017, 12:16 am

yeah that'd be annoying but there's a lot of retards that work tech support tooo probably not so much with ur job but like internet companies OMG

Pope - February 3, 2017, 12:22 am

I can't be the only person who tries to be smarter than usual when talking with any tech support as I know they get retards calling in all the time right?

Riggs - February 3, 2017, 12:24 am

I'd have so much fun working a job like this I'd probably get fired within the first few hours.

mhmd - February 3, 2017, 12:27 am

Unfortunately, for a lot of people, critical thinking is dead... lmao

HIGH_JAX - February 3, 2017, 5:41 am

(Feb 3, 2017 01:16 AM)Knucklez. Wrote: [\[CITE\]](#) yeah that'd be annoying but there's a lot of retards that work tech support tooo probably not so much with ur job but like internet companies OMG

A smart company hires good employees, and trains them well. It is a lot cheaper to drop some knowledge then to replace a part/product.

NimrodProxy - February 7, 2017, 11:09 am

Schools and media killed the critical thinking

Darvis2112 - February 7, 2017, 11:12 am

(Feb 2, 2017 09:57 PM)HIGH_JAX Wrote: [\[CITE\]](#) Look, I work as tech support for a water heating company. I love everyday, and helping people get into hot water is pretty freaking awesome.

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People are just dumbasses and always are so quick to assume that something is broken when something goes wrong.

They don't know anything about it, and people always feel like businesses are trying to fuck them, so they're always defensive for no reason and they lack proper knowledge and common sense because of it.

fapninja - February 7, 2017, 11:13 am

Benefit of the doubt says he just wanted to yell at you until you send someone to fix it.

SIM-3439391 - February 7, 2017, 11:39 am

Lol bro. I feel you. You just have to accept that there are people in this world with no critical thinking skills what-so-ever.

Ytube - February 7, 2017, 12:09 pm

You should of told him to try turning it off and back on again, just to see how he'd react. ?